

# CAHPS<sup>®</sup> Survey for Accountable Care Organizations (ACOs) Participating in Medicare Initiatives

**Table 1: Contents of ACO-9 Survey**

Summary Survey Measure	Question(s) Included in the Measure	Measure Used to Determine ACO's Quality Score?
<b>1. Getting Timely Care, Appointments and Information</b>	<p>In the last 6 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?</p> <p>In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?</p> <p>In the last 6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?</p> <p>In the last 6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?</p> <p>Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider within 15 minutes of your appointment time?</p>	<p>Yes</p>
<b>2. How Well Providers Communicate</b>	<p>In the last 6 months, how often did this provider explain things in a way that was easy to understand?</p> <p>In the last 6 months, how often did this provider listen carefully to you?</p> <p>In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?</p> <p>In the last 6 months, how often did this provider seem to know the important information about your medical history?</p> <p>In the last 6 months, how often did this provider show respect for what you had to say?</p> <p>In the last 6 months, how often did this provider spend enough time with you?</p>	<p>Yes</p>

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**Table 1: Contents of ACO-9 Survey (cont'd)**

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<b>3. Patient's Rating of Provider</b>	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Yes
<b>4. Access to Specialists</b>	<p>In the last 6 months, how often was it easy to get appointments with specialists?</p> <p>In the last 6 months, how often did the specialist you saw most seem to know the important information about your medical history?</p>	Yes
<b>5. Health Promotion and Education</b>	<p><b>General Health Promotion and Education</b></p> <p>In the last 6 months, did you and anyone on your health care team talk about specific things you could do to prevent illness?</p> <p>In the last 6 months, did you and anyone on your health care team talk about a healthy diet and healthy eating habits?</p> <p>In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?</p> <p>In the last 6 months, did anyone on your health care team talk with you about specific goals for your health?</p>	Yes
	<p><b>Mental Health Promotion and Education</b></p> <p>In the last 6 months, did anyone on your health care team ask you if there was a period of time when you felt sad, empty, or depressed?</p> <p>In the last 6 months, did you and anyone on your health care team talk about things in your life that worry you or cause you stress?</p>	Yes

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<b>6. Shared Decision Making</b>	<p><b>Making Decisions about Medications</b> Did you and this provider talk about the reasons you might want to take a medicine?</p> <p>Did you and this provider talk about the reasons you might not want to take a medicine?</p> <p>When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?</p>	Yes
	<p><b>Making Decisions about Surgery</b> Did you and this provider talk about the reasons you might want to have the surgery or procedure?</p> <p>Did you and this provider talk about the reasons you might not want to have the surgery or procedure?</p> <p>When you and this provider talked about having surgery or a procedure, did this provider ask what you thought was best for you?</p>	Yes
	<p><b>Sharing Your Health Information</b> In the last 6 months, did you and this provider talk about how much of your personal health information you wanted shared with your family or friends?</p> <p>In the last 6 months, did this provider respect your wishes about how much of your personal health information to share with your family or friends?</p>	Yes

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<b>7. Health Status/ Functional Status</b>	<b>Self-Rated Health</b> In general, how would you rate your overall health?	Yes
	<b>Self-Rated Mental Health</b> In general, how would you rate your overall mental or emotional health?	Yes
	<b>Cognitive Functioning</b> Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	Yes
	<b>Beneficiaries without a Chronic Condition</b> In the past 12 months, have you seen a provider 3 or more times for condition or problem that has lasted for at least 3 months?  Do you need or take medicine to treat the condition?	Yes
	<b>Beneficiaries' Functional Status</b> During the last 4 weeks, how much of the time did your physical health interfere with your social activities (like visiting with friends, relatives, etc.)?  Do you have serious difficulty walking or climbing stairs?  Do you have difficulty dressing or bathing?  Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	Yes
<b>8. Courteous and Helpful Office Staff</b>	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?  In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	No

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<b>9. Stewardship of Patient Resources (ACO-34)</b>	In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost?	Yes